

City of San Bernardino Municipal Water Department Enterprise System Catalog

Updated July 2025

Vendor Name	Product	System Purpose	Categories, Layers or Modules	Primary Custodian	How Frequently Data is Collected	How Frequently System Data is Updated
ACI Payments Inc.	ACI Payments	Hosted payment processor	Phone and online payments for utility bills	Customer Service	Daily	Daily
Adobe	Adobe Creative Cloud	design and editing	Graphic design, video editing, web development, photography	All Departments	Daily	Daily
ArchiveSocial	Archive Social Economy Plan	Social Media Reporting & Archiving	Social media account tracking	Water Conservation and Public Affairs	Continuous	As needed
Canva	Graphic Design Tools and Elements	Creation of communication materials for internal/external information campaigns	Canva Pro Subscription includes use of stock photos, videos and other graphic elements.	Water Conservation and Public Affairs	Daily	Daily
VPO	VPO	Project Management and Collaboration	Layers or Modules: Document sharing, internal process tracking	VPO (system), Ardurra/IEC (Data	Daily	Daily
CivicPlus	Civic Engage	Department Website and Content Management System	Web content, notify me, calendars, documents	Water Conservation and Public Affairs	As needed	As needed
Constant Contact	Constant Contact Email Plus	Support for Department Information Outreach Campains	Customer emails	Water Conservation and Public Affairs	As needed	As needed
ESRI	ArcGIS/ArcSDE	Geographic Information Systems (GIS)	Water appurtenances, water supply network, base map	Engineering	As needed	As needed
Hach	WIMS (Water Information Management Solution)	SCADA / Water Information Management	Water Operations management	Water Reclamation	Daily	Daily
IBM (Via Central Square)	Cognos BI	Report Writing/Data Analytics	Report WritingSoftware	Information Technology	Daily	Daily
IBM	Maximo	Computerized Maintenance and Asset Management System, Work Orders	Work Orders, PM, Inventory, Equipment	Water Reclamation	Daily	Daily
Infosend	Print and Digital Services	Bill Printing and Presentation	Customer online bill portal	Billing & Collections	Daily	Daily
ITRON	Field Collection systems (FCS)	Meter reading and data collection	Meter reading	Field and Meter Services	Daily	Daily
Laserfiche	Laserfiche	Document Management	Document repository, audit trail, business processes (workflow)	Information Technology	Daily	Daily
Manage Engine	Service Desk	Employee end user technology assistance	Help Desk ticketing and metrics	Information Technology	Daily	Daily

Microsoft	Exchange 365	Email system	Enterprise electronic mail	Information Technology	Daily	Daily
RingCentral	RingCentral	Phone Communications	Phone System, Call Center	Information Technology	Daily	Daily
Neogov	Neogov	Job and Applicant Tracking	Emploment Recruitment and Application Management	Human Resources	As needed	As needed
Planet Bids Inc.	Planet Bids	Procurement and Bid Management System	Bid Management	Finance	As needed	As needed
Spatial Wave	Mapplet/Field Mapplet	Collector Applications	GIS data updates/collection in the field	Engineering	As needed	As needed
Survey Monkey	Survey Monkey Surveys	Survey Management	Surveys and Survey Analytics	Water Conservation and Public Affa	As needed	As needed
Tyler Technologies	Enterprise ERP	Financial System, Cash Receipts, Management, Human Resources, Payroll	General Ledger, Accounts payable, Fixed assets	Finance	Daily	Daily
SwiftComply	SwiftComply	Backflow Prevention Software	Database for Backflow Management	Water Quality	Daily	Daily
Zoom	Zoom	Video confererencing, webinars, Board meetings	Zoom Business plan	Information Technology	Daily	Daily
OneSpan Inc.	OneSpan Sign	Obtain digital customer signatures	Secure E-signature solution	Customer Service	Daily	Daily
Experian Information Solutions Inc.	Connect Check Plus	Determine utility account security deposits	Secure credit check application	Customer Service	Daily	Daily
NorthStar	CIS	Customer Information Systems (CIS),Fleet, Work Orders	Customer billing, Meter reading, Work Order processing, Fleet management-	Customer Service	Daily	Daily
Bluebeam	Bluebeam	PDF Editor	Marking Up PDFs	Engineering	Daily	Daily